PO-3: UNE Bulk Migration - Response Time

Definition

This report measures the average interval and percent within the interval from the submission of a UNE Bulk Migration Notification Form to the distribution of Bulk Notification Form including negotiated Due Date back to the CLEC.

Exclusions

- Projects that are not identified as UNE Bulk Migration
- Designated Holidays are excluded from the interval calculation
- Weekends are excluded from the interval calculation
- Canceled Requests

Business Rules

The CLEC Bulk Migration process includes the submission of a Bulk Migration Notification Form to BellSouth via email. The project manager negotiates Due Date, assigns Bulk Order Package Identification (BOPI) number, and validates related PONs in the Bulk package. BellSouth then returns the Bulk Notification Form including negotiated Due Date to the CLEC.

The "Receive Date" is defined as the date the Bulk Migration Notification Form is received by the BellSouth Project Manager via email. It is counted as day Zero. Bulk Migration "Return Date" is defined as the date BellSouth returns a response. The interval calculation is reset to Zero when a CLEC initiated change occurs on the Bulk Migration Notification Form.

This measurement combines three sub-metrics:

1. From receipt of a valid Bulk Migration Notification Form including up to 99 individual telephone numbers to Bulk Notification Form including negotiated Due Date to the CLEC.
2. From receipt of a valid Bulk Migration Notification Form including 100 up to 200 individual telephone numbers to Bulk Notification Form including negotiated Due Date to the CLEC.
3. From receipt of a valid Bulk Migration Notification Form including 201 or more individual telephone numbers to Bulk Notification Form including negotiated Due Date to the CLEC.

Calculation

Response Interval = (a - b)

- a = Date BellSouth Returns a Response
- b = Date the Bulk Migration Notification Form is Received

Average Interval = (c / d)

- c = Sum of all Response Intervals
- d = Total Number of Bulk Migration Notification Forms Received within the Reporting Period

Percent within interval = (e / f) X 100

- e = Total Bulk Migration Notification Forms received within the Interval
- f = Total Number of Bulk Migration Notification Forms Processed within the Reporting Period

PO-3: UNE Bulk Migration– Response Time

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
- Intervals for manual Bulk Migration Notification Forms:
  0 - <= 99 individual telephone numbers –
  - 0 – <= 7 Business days
  - > 7 Business days

  100 - <= 200 individual telephone numbers –
  - 0 - <= 10 Business days
  - > 10 Business days

  >= 201 individual telephone numbers -
- Average Interval in days

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of Requests
- Bulk Migration Intervals
- State

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
0 - <= 99 individual telephone numbers	Benchmark: 95% <= 7 Business Days
100 - <= 200 individual telephone numbers	Benchmark: 95% <= 10 Business Days
>= 201 individual telephone numbers	Benchmark: Diagnostic

SEEM Measure

SEEM	Tier I	Tier II	Tier III
No			

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
Not Applicable	Not Applicable

O-7: Percent Rejected Service Requests

Definition

Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) received which are rejected due to error or omission. An LSR is considered valid when it is submitted by the CLEC and passes edit checks to insure the data received is correctly formatted and complete.

Exclusions

- Service Requests canceled by the CLEC prior to being rejected/clarified.
- Scheduled OSS Maintenance

Business Rules

Fully Mechanized: An LSR is considered "rejected" when it is submitted electronically but does not pass LEO edit checks in the ordering systems (EDI, LENS, TAG, LEO, LESOG) and is returned to the CLEC without manual intervention. There are two types of "Rejects" in the Mechanized category:

> A **Fatal Reject** occurs when a CLEC attempts to electronically submit an LSR but required fields are either not populated or incorrectly populated and the request is returned to the CLEC before it is considered a valid LSR.
>
> *Fatal rejects are reported in a separate column, and for informational purposes ONLY. Fatal rejects are excluded from the calculation of the percent of total LSRs rejected or the total number of rejected LSRs.*
>
> An **Auto Clarification** occurs when a valid LSR is electronically submitted but rejected from LESOG because it does not pass further edit checks for order accuracy.

Partially Mechanized: A valid LSR, which is electronically submitted (via EDI, LENS, TAG) but cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification" and sent back (rejected) to the CLEC.

Total Mechanized: Combination of Fully Mechanized and Partially Mechanized LSRs electronically submitted by the CLEC.

Non-Mechanized: LSRs which are faxed or mailed to the LCSC for processing and "clarified" (rejected) back to the CLEC by the BellSouth service representative.

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Interconnection Purchasing Center (IPC). Trunk data is reported separately.

Bulk Migrations: Requests for Bulk Migrations will come in to BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure.

Calculation

Percent Rejected Service Requests = (a / b) X 100

- a = Total Number of Rejected Service Requests in the Reporting Period
- b = Total Number of Service Requests Received in the Reporting Period

Report Structure

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Product Specific Percent Rejected
- Total Percent Rejected

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of LSRs
- Total Number of Rejects
- State and Region
- Total Number of ASRs (Trunks)

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Mechanized, Partially Mechanized and Non-Mechanized	
• Resale – Residence	Diagnostic
• Resale - Business	
• Resale – Design (Special)	
• Resale PBX	
• Resale Centrex	
• Resale ISDN	
• LNP (Standalone)	
• INP (Standalone)	
• 2W Analog Loop Design	
• 2W Analog Loop Non-Design	
• 2W Analog Loop With INP Design	
• 2W Analog Loop With INP Non-Design	
• 2W Analog Loop With LNP Design	
• 2W Analog Loop With LNP Non-Design	
• UNE Loop + Port Combinations	
• Switch Ports	
• UNE Combination Other	
• UNE xDSL (ADSL, HDSL, UCL)	
• Line Sharing	
• UNE ISDN Loop	
• UNE Other Design	
• UNE Other Non-Design	
• Local Interoffice Transport	
• Local Interconnection Trunks	

SEEM Measure

SEEM	Tier I	Tier II	Tier III
No			

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

O-8: Reject Interval

Definition

Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is submitted by the CLEC and passes edit checks to insure the data received is correctly formatted and complete.

Exclusions

- Service Requests canceled by CLEC prior to being rejected/clarified
- Designated Holidays are excluded from the interval calculation
- LSRs which are identified and classified as "Projects" with the exception of valid "Project IDs" for UNE-P to UNE Loop Bulk Migrations
- The following hours for Partially mechanized and Non-mechanized LSRs are excluded from the interval calculation:

  Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM
  From 7:00 PM Saturday until 7:00 AM Monday

  Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM
  From 6:00 PM Friday until 8:00 AM Monday.

  The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.

  The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.

  In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.

- Scheduled OSS Maintenance

Business Rules

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until the LSR is rejected (date and time stamp or reject in EDI, TAG or LENS). Auto Clarifications are considered in the Fully Mechanized category.

Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until it falls out for manual handling. The stop time on partially mechanized LSRs is when the LCSC Service Representative clarifies the LSR back to the CLEC via LENS, EDI, or TAG.

Total Mechanized: Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC.

Non-Mechanized: The elapsed time from receipt of a valid LSR (date and time stamp of FAX or date and time mailed LSR is received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via LON.

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported separately. All interconnection trunks are counted in the non-mechanized category.

Bulk Migrations: Requests for Bulk Migrations will come in to BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the "start time-stamp" from the receipt of the original Global Request.

Calculation

Reject Interval = (a - b)

- a = Date and Time of Service Request Rejection
- b = Date and Time of Service Request Receipt

Average Reject Interval = (c / d)

- c = Sum of all Reject Intervals
- d = Number of Service Requests Rejected in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- Geographic Scope
  - State
  - Region
- Mechanized:

0 - <= 4 minutes
>4 - <= 8 minutes
>8 - <= 12 minutes
>12 - <= 60 minutes
0 - <= 1 hour
>1 - <= 4 hours
>4 - <= 8 hours
>8 - <= 12 hours
>12 - <= 16 hours
>16 - <= 20 hours
>20 - <= 24 hours
>24 hours

- Partially Mechanized:

0 - <= 1 hour
>1 - <= 4 hours
>4 - <= 8 hours
>8 - <= 10 hours
0 - <= 10 hours
>10 - <= 18 hours
0 - <= 18 hours
>18 - <= 24 hours
>24 hours

- Non-mechanized:

0 - <= 1 hour
>1 - <= 4 hours
>4 - <= 8 hours
>8 - <= 12 hours
>12 - <= 16 hours
>16 - <= 20 hours
>20 - <= 24 hours
0 - <= 24 hours
> 24 hours

- Trunks:

<= 4 days
>4 - <= 8 days
>8 - <= 12 days

>12 - <= 14 days
>14 - <= 20 days
>20 days

Data Retained

Relating to CLEC Experience

- Report Month
- Reject Interval
- Total Number of LSRs
- Total Number of Rejects
- State and Region
- Total Number of ASRs (Trunks)

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale - Residence	Mechanized:
• Resale – Business	- 97% <= 1 Hour
• Resale - Design (Special)	Partially Mechanized:
• Resale PBX	- 85% <= 24 hours
• Resale Centrex	- 85% <= 18 Hours (05/01/01)
• Resale ISDN	- 85% <= 10 Hours (08/01/01)
• LNP (Standalone)	Non-Mechanized: - 85% <= 24 hours
• INP (Standalone)	
• 2W Analog Loop Design	
• 2W Analog Loop Non-Design	
• 2W Analog Loop With INP Design	
• 2W Analog Loop With INP Non-Design	
• 2W Analog Loop With LNP Design	
• 2W Analog Loop With LNP Non-Design	
• UNE Loop + Port Combinations	
• Switch Ports	
• UNE Combination Other	
• UNE xDSL (ADSL, HDSL, UCL)	
• Line Sharing	
• UNE ISDN Loops	
• UNE Other Non-Design	
• Local Interoffice Transport	
• UNE Other Design	
• Local Interconnection Trunks	Trunks: - 85% <= 4 Days

SEEM Measure

SEEM	Tier I	Tier II	Tier III
Yes	X	X	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	97% <= 1 Hour
• Partially Mechanized	85% <= 24 Hours 85% <= 18 Hours (05/01/01) 85% <= 10 Hours (08/01/01)
• Non-Mechanized	85% <= 24 Hours

O-8: Reject Interval

O-9: Firm Order Confirmation Timeliness

Definition

Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR to distribution of a Firm Order Confirmation.

Exclusions

- Rejected LSRs
- Designated Holidays are excluded from the interval calculation
- LSRs which are identified and classified as "Projects" with the exception of valid "Project IDs" for UNE-P to UNE Loop Bulk Migrations
- The following hours for Partially Mechanized and Non-mechanized LSRs are excluded from the interval calculation:

  Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM
  From 7:00 PM Saturday until 7:00 AM Monday.

  Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM
  From 6:00 PM Friday until 8:00 AM Monday.

  The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.

  The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.

  In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.

- Scheduled OSS Maintenance

Business Rules

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via EDI, LENS or TAG.

Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS, or TAG) which falls out for manual handling until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is returned to the CLEC via EDI, LENS, or TAG.

Total Mechanized: Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC.

Non-Mechanized: The elapsed time from receipt of a valid paper LSR (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via LON.

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported separately.

Bulk Migrations: Requests for Bulk Migrations will come in to BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the "start time-stamp" from the receipt of the original Global Request.

Calculation

Firm Order Confirmation Interval = (a - b)

- a = Date & Time of Firm Order Confirmation
- b = Date & Time of Service Request Receipt

Average FOC Interval = (c / d)

- c = Sum of all FOC Intervals
- d = Total Number of Service Requests Confirmed in Reporting Period

FOC Interval Distribution (for each interval) = (e / f) X 100

- e = Service Requests Confirmed in interval
- f = Total Service Requests Confirmed in the Reporting Period

Report Structure

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
  - CLEC Specific
  - CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Fully Mechanized:

0 - <= 15 minutes
>15 - <= 30 minutes
>30 - <= 45 minutes
>45 - <= 60 minutes
>60 - <= 90 minutes
>90 - <= 120 minutes
>120 - <= 180 minutes
0 - <= 3 hours
>3 - <= 6 hours
>6 - <= 12 hours
>12 - <= 24 hours
>24 - <= 48 hours
>48 hours

- Partially Mechanized:

0 - <= 4 hours
>4 - <= 8 hours
>8 - <= 10 hours
0 - <= 10 hours
>10 - <= 18 hours
0 - <= 18 hours
>18 - <= 24 hours
0 - <= 24 hours
>24 - <= 48 hours
>48 hours

- Non-Mechanized:

0 - <= 4 hours
>4 - <= 8 hours
>8 - <= 12 hours
>12 - <= 16 hours
>16 - <= 20 hours
>20 - <= 24 hours
>24 - <= 36 hours

0 - <= 36 hours
>36 - <= 48 hours
>48 hours

- Trunks:

0 - <= 5 days
>5 - <= 10 days
0 - <= 10 days
>10 - <= 15 days
>15 - <= 20 days
>20 days

Data Retained

Relating to CLEC Experience

- Report Month
- Interval for FOC
- Total Number of LSRs
- State and Region
- Total Number of ASRs (Trunks)

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale – Residence	Mechanized: - 95% <= 3 Hours
• Resale – Business	Partially Mechanized:
• Resale – Design (Special)	- 85% <= 24 Hours
• Resale PBX	- 85% <= 18 Hours (05/01/01)
• Resale Centrex	- 85% <= 10 Hours (08/01/01)
• Resale ISDN	Non-mechanized: - 85% <= 36 Hours
• LNP (Standalone)	
• INP (Standalone)	
• 2W Analog Loop Design	
• 2W Analog Loop Non-Design	
• 2W Analog Loop With INP Design	
• 2W Analog Loop With INP Non-Design	
• 2W Analog Loop With LNP Design	
• 2W Analog Loop With LNP Non-Design	
• UNE Loop + Port Combinations	
• Switch Ports	
• UNE Combination Other	
• UNE xDSL (ADSL, HDSL, UCL)	
• Line Sharing	
• UNE ISDN Loops	
• UNE Other Design	
• UNE Other Non-Design	
• Local Interoffice Transport	
• Local Interconnection Trunks	Trunks: - 95% <= 10 Days

SEEM Measure

SEEM	Tier I	Tier II	Tier III
Yes	X	X	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	95% <= 3 Hours
• Partially Mechanized	85% <= 24 Hours 85% <= 18 Hours (05/01/01) 85% <= 10 Hours (08/01/01)
• Non-Mechanized	85% <= 36 Hours
• IC Trunks	95% <= 10 Days

O-11: Firm Order Confirmation and Reject Response Completeness

Definition

A response is expected from BellSouth for every Local Service Request transaction (version). More than one response or differing responses per transaction is not expected. Firm Order Confirmation and Reject Response Completeness is the corresponding number of Local Service Requests received to the combination of Firm Order Confirmation and Reject Responses.

Exclusions

- Service Requests canceled by the CLEC prior to FOC or Rejected/Clarified
- Non-Mechanized LSRs
- Scheduled OSS Maintenance

Business Rules

Mechanized – The number of FOCs or Auto Clarifications sent to the CLEC from LENS, EDI, TAG in response to electronically submitted LSRs (date and time stamp in LENS, EDI, TAG).

Partially Mechanized – The number of FOCs or Rejects sent to the CLEC from LENS, EDI, TAG in response to electronically submitted LSRs (date and time stamp in LENS, EDI, TAG), which fall out for manual handling by the LCSC personnel.

Total Mechanized – The number of the combination of Fully Mechanized and Partially Mechanized LSRs

Non-Mechanized – The number of FOCs or Rejects sent to the CLEC via FAX Server in response to manually submitted LSRs (date and time stamp in FAX Server).

> **Note**: Manual (Non-Mechanized) LSRs have no version control by the very nature of the manual process, therefore, non-mechanized LSRs are not captured by this report.

Bulk Migrations: Requests for Bulk Migrations will come in to BellSouth via Global Requests. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure.

For CLEC Results:

Firm Order Confirmation and Reject Response Completeness is determined in two dimensions:

Percent responses is determined by computing the number of Firm Order Confirmations and Rejects transmitted by BellSouth and dividing by the number of Local Service Requests (all versions) received in the reporting period.

Percent of multiple responses is determined by computing the number of Local Service Request unique versions receiving more than one Firm Order Confirmation, Reject or the combination of the two and dividing by the number of Local Service Requests (all versions) received in the reporting period.

Calculation

Single FOC/Reject Response Expected

Firm Order Confirmation / Reject Response Completeness = (a / b) X 100

- a = Total Number of Service Requests for which a Firm Order Confirmation or Reject is Sent
- b = Total Number of Service Requests Received in the Report Period

Multiple or Differing FOC / Reject Responses Not Expected

Response Completeness = [(a + b) / c] X 100

- a = Total Number of Firm Order Confirmations Per LSR Version
- b = Total Number of Reject Responses Per LSR Version
- c = Total Number of Service Requests (All Versions) Received in the Reporting Period

Report Structure

Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized

- State and Region
- CLEC Specific
- CLEC Aggregate
- BellSouth Specific

Data Retained

Relating to CLEC Experience

Report Month

- Reject Interval
- Total Number of LSRs
- Total Number of Rejects

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	95% Returned
• Resale Business	
• Resale Design	
• Resale PBX	
• Resale Centrex	
• Resale ISDN	
• LNP (Standalone)	
• INP (Standalone)	
• 2W Analog Loop Design	
• 2W Analog Loop Non - Design	
• 2W Analog Loop With INP Design	
• 2W Analog Loop With INP Non - Design	
• 2W Analog Loop With LNP Design	
• 2W Analog Loop With LNP Non - Design	
• UNE Loop and Port Combinations	
• Switch Ports	
• UNE Combination Other	
• UNE xDSL (ADSL, HDSL, UCL)	
• Line Sharing	

- UNE ISDN Loops
- UNE Other Design
- UNE Other Non - Design
- Local Interoffice Transport
- Local Interconnection Trunks

SEEM Measure

SEEM	Tier I	Tier II	Tier III
Yes	X	X	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	95% Returned

P-7: Coordinated Customer Conversions Interval

Definition

This report measures the average time it takes BellSouth to disconnect an unbundled loop from the BellSouth switch, ~~and~~ cross connect it to CLEC equipment and notify the CLEC after the conversion is complete. This measurement applies to service orders with INP and with LNP, and where the CLEC has requested BellSouth to provide a coordinated cut over.

Exclusions

- Any order canceled by the CLEC will be excluded from this measurement
- Delays due to CLEC following disconnection of the unbundled loop
- Unbundled Loops where there is no existing subscriber loop and loops where coordination is not requested
- Test Orders

Business Rules

When the service order includes INP, the interval includes the total time for the cut over including the translation time to place the line back in service on the ported line and the CLEC notification time after the conversion is completed. When the service order includes LNP, the interval only includes the total time for the cut over (the port of the number is controlled by the CLEC) and the CLEC notification time after the conversion is completed. The interval is calculated for the entire cut over time for the service order including the CLEC notification time after the conversion is completed and then divided by items worked in that time to give the average per-item interval for each service order.

Calculation

Coordinated Customer Conversions Interval = (a - b) / c

- a = Completion Date and Time ~~for Cross Connection of a Coordinated Unbundled Loop~~ of CLEC Notification
- b = ~~Disconnection~~ Start Date and Time of ~~an Coordinated Unbundled Loop~~ Conversion
- c = Number of items per order

Percent Coordinated Customer Conversions (for each interval) ~~= (c / d)~~ (d / e) X 100

- ~~c~~ d = Total number of Coordinated Customer Conversions for each interval
- ~~d~~ e = Total Number of Unbundled Loop with Coordinated Conversions (items) for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- The interval breakout is: ~~0-5 = 0-4.99, 5-15 = 5-14.99, >=15 = 15 and greater, plus Overall Average Interval.~~
  <= 20 minutes
  > 20 minutes

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number
- Committed Due Date (DD)
- Service Type (CLASS_SVC_DESC)
- Cut over Start Time
- Cut over Completion Time
- Portability Start and Completion Times (INP orders)

- Total Conversions (Items)

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- No BellSouth Analog Exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Unbundled Loops with INP~~/LNP~~	95% <= ~~15~~ 20 minutes
• Unbundled Loops with~~out INP/~~LNP	95% <= ~~15~~ 20 minutes

SEEM Measure

SEEM	Tier I	Tier II	Tier III
Yes	X	X	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Unbundled Loops	95% <= ~~15~~ 20 minutes

P-7E: Non- Coordinated Customer Conversions - % Completed and Notified on Due Date

Definition

This report measures the percentage of non-coordinated conversions that BellSouth completed and provided notification to the CLEC on the due date during the reporting period.

Exclusions

- CLEC Canceled Service Orders
- Delays Caused by the CLEC
- Test Orders

Business Rules

This report measures whether BellSouth completes a non-coordinated conversion on the due date. The order is considered successfully completed if the order is completed on the due date and the CLEC is notified on the due date.

Calculation

Percent = (a / b) X 100

- a = Total number of non-coordinated conversions completed on the due date with CLEC notification
- b = Total number of non-coordinated conversions for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number
- Committed Due Date (DD)
- CLEC Notification Date
- Total Conversions (Items)
- Completion Date

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- No BellSouth Analog Exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Non-Coordinated Conversions	95% Completed on Due Date with CLEC Notification

SEEM Measure

SEEM	Tier I	Tier II	Tier III
Yes	X	X	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Non-Coordinated Conversions	95% Completed on Due Date with CLEC Notification

P-7E: Non- Coordinated Customer Conversions - % Completed and Notified on Due Date